

HANDLING CONFLICTS

1. What separates the top umpires from everyone else.

The ability to handle people

2. What is the one thing that separates you and your partner from everyone else?

You don't care who wins

3. What are the 5 reasons a coach will come out to discuss a call?

- a. Thinks you missed a play
- b. Misinterpreted a rule
- c. To protect or support a player
- d. Wants an umpire to bail his team out of a mistake
- e. Crowd

4. What's the worst thing you can say when a coach does come out?

You can't come out here it's a judgment call 9.02(a)

5. What are some things an umpire should do when a coach does come out?

- a. Calm him down (I'm not going to listen if you are going to YELL at me)
- b. Listen without interpretation and keep eye contact.
- c. Don't ask confrontational questions (what did you say?)
- d. "Coach what is the rule that applies to this play?"

6. Should you ever admit you missed a call?

- a. Be careful (know who you're talking to /don't as general rule admit you missed a call)
- b. Some answers – right or wrong that's the call and I'm not going to change it. From where I had to make the call that's what I saw. It was a tough call, I did the best I could with it.
- c. Don't say I didn't see it.

Coaches comments: "There is no way you could have seen that call", "Tell me you missed the play and I'll leave or get it right and I'll leave."

Note: Ok coach you had your say - walk away, If he follows; warn him; then eject him. If he won't listen to reason let him/her play under protect.

From the dugout:

Sniper fire

1. Look/mask on/maintain position
2. Remove mask/look
3. Remove mask/a couple of steps/"I've heard enough. Do not threaten. Next incident the rest of the game ejection.
4. Don't unload a key player unless you know for sure he is the one.

Going for Help:

1. When should you go for help?

- a. If everybody starts going nuts after a call.
 1. i.e. play at the plate/dropped ball/coach coming out.
If you (base ump) saw what happened, stop coach get together
Tell you partner what you saw. Not changing his call just providing him with information he may not have. If the call is changed/don't let the other coach get involved because you did not allow the first coach to come out. You can say "What are you doing out here?"
 2. If coach does come out and you do go for help. "I'm going to ask my partner if he saw it differently, if he did I will change the call, but if he didn't we are done and you are going back to the dugout.
- b. Totally screened out. (Out of position)
- c. Did you get a look at the play?
- d. Don't let you partner die with an obviously wrong call. (Not routine plays)
Such as: dropped ball at the plate, pulled foot at 1st base.

ZOO SITUATIONS:

1. Umpire should not make a call putting a runner in jeopardy. i.e. runner at 1st, Catch/no catch, no one makes a call, now two runners at 1st, runner hung up!
 - a. What to you do – get everyone together, reconstruct the play what could We have expected to happen if we would have made the call catch/no catch. Decide what the call is. What could we have expected the runners to do if we would have made the call immediately? Both coaches together and tell them what the ruling is (right or wrong – no discussion that's what we have) Try to give each team a piece of the pie.

Run a player and coach ask what did he say – coach I will tell you, but if you repeat it or you act in any manner that you agree with him you are gong with him, now do you want me to tell you what he said.

Problem with Pitchers/Batters

- 1. Pitcher showing emotion**
 - a. Send a message through the catcher
 - b. Go out and talk with him
 - c. Get the coach and pitcher together between innings
 - d. Next incident ejection – last resort

- 2. Batter drawing lines or showing other displeasure**
 - a. don't embarrass yourself – get into his head
 - b. Resolve right away (may be taken out of lineup)

- 3. Catcher holding pitches or other displeasure**
 - a. Stop it right now
 - b. Don't let them turn around on you
 - c. Where was that pitch Billy (tell catcher I will tell you what to tell him).
 - d. Let the catcher, tell coach where pitch is – he has more credibility

Whenever you get together to discuss something with your partner, you're telling people

- a. You don't know what happened
- b. Or you don't know what to do with it

If all you need is a yes or no answer there is no need to get together.
Don't send the wrong message.

GENERAL COMMENTS:

- 1. MUST keep poise/ if you lose you poise you lose everything**
- 2. Let a coach have his say – be approachable.**
- 3. When you are done walk away.**
- 4. The other dugout is watching what you do (if you warn someone, follow through / credibility).**
- 5. Don't be a hardass!!!!**

UMPIRE'S PRAYER:

IF I'M NOT RIGHT, PLEASE GOD MAKE ME LOOK RIGHT